

## 9 Conclusion

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The aim of this CPD course was to support counsellors and psychotherapists to work online during the coronavirus. Now that you have completed the course you will:

- understand the range of technology-based counselling types
- be aware of key technological, legal, ethical and clinical considerations for safe and effective online counselling
- have sound knowledge and critical understanding of key concepts relevant to online counselling
- have reflected on the meaning of your own opinions, experiences and use of digital communication technologies in terms of online counselling practice.

Here's a final comment from Fiona Ballantine-Dykes, Deputy CEO of BACP:

Video content is not available in this format.



The document that Fiona refers to is the WHO's [Interim Briefing Note](#) on mental health in the coronavirus pandemic.

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## Further resources

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### BACP resources for working online

BACP has [a page of online resources](#). Among other things, it includes links to:

- [telephone and e-counselling competences](#)
- [training curriculum](#)
- [Working Online in the Counselling Professions](#) (a Good Practice in Action fact sheet)
- a collection of resources from the BACP archives.

This resource list will continue to be added to, so it may be useful to keep checking it.

There is also [an example client information sheet](#) if you're going to use Zoom for online counselling.

You may be interested in finding out more about [what ways, other than counselling, that counsellors can support clients online](#). (At the time of publication [April 2020] it's the third question down on this page of BACP's website.) As well as BACP's own advice, there are suggested online support forums and YouTube content.

### BACP on OpenLearn

BACP has partnered with OpenLearn to provide their members with access to a curated range of [free business training courses](#).

A selection of courses covering, among others, business and entrepreneurship, finance and accounting, human resources, marketing and communication and management and leadership can be found on this page. There are also links to a selection of our Badged Open Courses.

### ACTO

[The Association for Counselling and Therapy Online \(ACTO\)](#) is the main UK body for counsellors and psychotherapists providing online therapy. The site provides a list of ACTO-accredited training programmes, along with blogs and information about how to engage in online counselling safely and effectively.

### GDPR resources

BACP has created a detailed report to help you find out more about [how General Data Protection Regulation \(GDPR\) affects counsellors](#).

The Information Commissioner's Office has [special advice on data protection](#) that acknowledges the need for some flexibility in the current context.

Privacy 4 Therapists is a commercial company that offers data security services to therapists. The company provides

[a free webinar on GDPR and issues related to data security](#) for counsellors and psychotherapists.

## COVID-19 and mental health resources

The NHS has created a list of things to help you [take care of your mental health and wellbeing](#) during times of uncertainty. You may also find it useful to look at the [WHO's self-care tips](#).

[A more comprehensive overview on mental health](#) is provided by the Inter-Agency Standing Committee's (IASC's) Interim Briefing Note, Addressing Mental Health and Psychosocial Aspects of COVID-19 Outbreak. Note that this is due to be updated regularly: at the time of publication (April 2020) the latest version of the note available was version 1.5.

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